

Lokpal of India
Plot No. – 6, Vasant Kunj Institutional Area - Phase II
New Delhi - 110070

Complaint No. : 4517/2022
Date : 18th January 2023.
Coram : Justice Pradip Kumar Mohanty
Acting Chairperson

Justice Abhilasha Kumari
Judicial Member

Shri Dinesh Kumar Jain
Member

Smt. Archana Ramasundaram
Member

Shri Mahender Singh
Member


Dr. Indrajeet P. Gautam
Member

ORDER

Perused the complaint.

The complainant has filed this complaint against the Assistant General Manager (AGM), State Bank of India, Jhansi, Uttar Pradesh regarding malpractices and irregularity. The complainant has alleged that the bank has opened an education loan account in the name of the complainant instead of his daughter's name. The complainant has also alleged that the Bank is charging a higher rate of interest and has not taken any action on his several representations.

Contd... 2/-



After going through the complaint, it appears that the details of the complaint do not attract the provisions of the Lokpal and Lokayuktas Act, 2013. Therefore, no order needs to be passed in this matter.

Since the remedy lies with the Banking Ombudsman, the Registry is directed to send a copy of the complaint to the Banking Ombudsman for further necessary action in this matter at their end.

Accordingly, the complaint is disposed of.

long

/AK/